

LOCATION	Regional office (Shanghai)
JOB TITLE	CRM Champion
JOB PURPOSE	Being a key member in a working group to roll out CRM throughout the NAE locations in the region. Main job purposes are driving adoption and data quality through the region and being the first point of contact when questions or issues arise
REPORTING TO	RDAM / Dotted line to CRM Project Manager
OTHER KEY RELATIONSHIPS	Admissions Teams, Regional MDs and IT Directors, Schools DAMs and Principals
PACKAGE	12 month contract with the option to extend.
LOCATION	Field Based, Office base in Shanghai
KEY RESULT AREA	MEASURES OF PERFORMANCE
<p>Being a key member in a working group to roll out CRM throughout the NAE locations in the region. This will include (but not limited to) the following tasks:</p> <ul style="list-style-type: none"> ▪ Act as an "CRM ambassador" within the region at all times ▪ Act as the 1st point of contact when questions or issues arise amongst end users ▪ Roll out CRM in our network of schools across the region and for new schools ▪ Advice management on improving Data Quality and way of working by making regular data analyses ▪ Support management by building reports within CRM ▪ Identify opportunities for continuous improvement to the system ▪ Provide training and support for all CRM users through individual and group presentations ▪ Provide support and guidance in Admissions team and management requirements on an ad hoc basis ▪ Develop training courses and manuals for all users ▪ Ensure regular maintenance and data cleansing of the CRM database to ensure efficiency and elimination of waste 	<ul style="list-style-type: none"> ▪ Drive adoption of CRM through the region ▪ Quality of data in CRM ▪ Quality of the training for new and existing CRM users ▪ Positive feedback from users and other stakeholders
KNOWLEDGE/SKILLS/EXPERIENCE	
<p>Essential</p> <ul style="list-style-type: none"> ▪ Comfortable working small implementation projects ▪ Change management experience ▪ Able to work independently on tasks and work streams ▪ Fluent with data and analysis ▪ Adept with Excel and other MS software ▪ Excellent communication and presentation skills ▪ Able to work with a broad range of colleagues including school administrative staff as well as EXCO members ▪ Pragmatic. Able to find appropriate systems solutions in an environment with a large number of inherited legacy systems <p>Desired</p> <ul style="list-style-type: none"> ▪ Admin and reporting tasks in a CRM system ▪ Prior experience in Education 	

PERSON SPECIFICATIONS

PERSON SPECIFICATIONS	
Qualifications/Training	
Experience / Knowledge	
▪ Educated to degree level or equivalent	Essential
▪ 3+ years of experience in training delivery	Essential
▪ 3+ years of experience in a system admin function supporting end users	Essential
▪ Proven track record of having worked on software implementations	Desired
Skills	
▪ Project management skills	Desired
▪ Excellent communication skills. Ability to influence at all levels.	Essential
▪ Ability to work cross-functionally and in a matrix	Essential
▪ Change management skills	Essential
▪ Training skills	Essential
Personal Attributes	
▪ High levels of personal integrity	Essential
▪ Ability to work under pressure and remain calm	Essential
▪ Willingness to take on multiple tasks	Essential
▪ Proactive and able to prompt others to ensure deadlines are achieved	Desired
▪ Willingness to learn	Essential
▪ Self-motivated and enthusiastic	Essential
▪ Ability to work independently	Essential
▪ Continually strive for improvement	Essential
▪ Must be prepared and able to travel to locations in the region	Essential

Dear Applicant,

Nord Anglia Education is the world's leading premium international schools organisation. We have 46 schools in China, Europe, the Middle East, South East Asia and the Americas.

We are a fast growing organisation with over 20 years of experience operating premium international schools around the world. Within the last three years, we have been particularly successful, doubling our size and seeing significant growth both within our existing schools and new schools.

Each Nord Anglia Education school is unique in character and tailored to meet the needs of their specific location. However, our schools are also united by the quality education they offer, the excellence of the student experience and the dedicated staff and management in our schools.

All Nord Anglia schools benefit from our performing arts collaboration with The Juilliard School as well as our Global Campus, which offers unique global experiences for students at every age. Many of our schools will also benefit from our new approach to teaching STEAM subjects (science, technology, engineering, arts and maths) through our collaboration with the Massachusetts Institute of Technology (MIT). Our goal as the leading international schools organisation is to provide an education so that students can succeed academically, socially and personally.

Our international schools mostly follow the English National Curriculum plus the International Baccalaureate Diploma starting from ages 16-18. In some locations, we offer the International Baccalaureate Primary and Middle Years programmes, A-Levels, the French Baccalaureate, the Swiss Maturité, and the Shanghai National Curriculum.

We have a global community of over 8000 teachers and staff, working in 46 schools located in 17 countries around the world supporting our students' learning. Together, we educate over 39,000 students globally from the ages of 2 to 18 years old.

Our students come from a wide mix of backgrounds and cultures and a typical school may have up to 60 different nationalities. A Nord Anglia Education student benefits not only from the richness and expertise within their own school environment, but also from other schools across the Nord Anglia Education family through our Global Campus. Similarly, our teachers can interact with fellow teachers around the world through Nord Anglia University, our bespoke online platform designed by teachers for teachers to provide unrivalled professional development opportunities.

Although our schools are non-selective, year on year our students' academic achievement exceeds global averages across every key stage. On average, our students' score almost four points above the global average in their IB Diploma, and one in three students goes on to study at one of the world's top 100 universities.

Our schools are amongst the most respected premium schools in their markets and are a very popular choice for parents.

Please send your CV and letter of interest to Nicole.washko@bsbshunyi.com

Regards,

Nicole Washko

Director, Admissions & Marketing

The British School of Beijing, Shunyi